



# ALEX KARANJA NDICHU

**Nationality:** Kenyan

**Date of Birth:** 30<sup>th</sup> June 1990

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## 2. PERSONAL PROFILE

I have a clear, logical mind with a practical approach to problem solving and a self-drive to see things through to completion. I have excellent communication and interpersonal skills and the ability to relate to broad range of people. I am eager to learn, and I enjoy overcoming challenges.

## 3. WORK EXPERIENCE RECORD

**February 2019– August 2020 Carnival Cruise Line: Guest Experience Agent**

### Core Responsibilities:

- Handling guest requests in an effective way by taking ownership of the requests and following up until the matter is finalized to the guest satisfaction.
- Recording significant guest related issues for shared knowledge and follow-up
- Following up with guests to ensure their requests or problems have been met to their satisfaction.
- Answering internal and external calls, taking messages and forwarding them to the appropriate person
- Handling special duties assigned such as Lost and found, Office supplies, Guest Access, Lost Luggage Report and any other assigned special duty
- Maintaining a cash float for giving change and also adding cash and credit cards to guests accounts
- Answering the emergency telephone line and taking appropriate, immediate action as necessary
- Strong communications with other departments such as Housekeeping, Food and Beverage in order to cater for Guest needs

**January 2017 –The Westin Doha Hotel & Spa: Guest Service Agent**

### Core Responsibilities:

- Answering internal and external phone calls and connecting calls to guests and hotel associates as requested following the Westin Brand Standards.
- Promote the hotel generally and be aware of the F & B outlets opening times, locations and promotions.
- Follow up with guests to ensure their requests or problems have been met to their satisfaction.
- Taking In-Room-Dining orders and ensure the orders are delivered on time.
- Suggest ways of cost reduction without affecting the hotel standards and quality of service.
- Being aware of all Starwood Programs.
- To be fully aware of set objectives and contribute to achieving departmental goals and targets.

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- Be aware of daily functions, events, VIPs and group arrivals and carry out any other duties as required.
- Using both Opera and Starguest and MICROS systems to locate and input guest information and requests.
- Strong communications with other departments such as Reception, Housekeeping, Concierge, and Bell desk.

## **March 2014 to August 2016-Atlantis the Palm Dubai: Guest Service Agent**

### **Core Responsibilities:**

- Process guest requests for wake up calls, screening calls, do not disturb, call forwarding, conference calls, and non-registered guest calls.
- Monitor busy or unanswered lines, check back with callers on hold to update status.
- Record guest requests and complaints and promptly forward requests to the relevant departments.
- Follow up with guests to ensure their requests or problems have been met to their satisfaction.
- Takes In-Room-Dining orders and ensure the order is delivered on time.
- Making marine activity bookings for both in-house guests and external guests through the Galaxy System.
- Enter and locate guest information using the OPERA and HOTSOS systems.
- To be fully aware of set objectives and contribute to achieving departmental goals and targets.
- Perform other reasonable job duties as requested by Supervisors

## **4. EDUCATIONAL QUALIFICATIONS**

- **Cornell University- United States of America (ongoing online studies)**  
Degree in Hotel Management.
- **Institute of Advanced Technology**
  - -Microsoft Word
  - -Microsoft PowerPoint
  - -Microsoft Excel
  - Microsoft Access
  - (Attained a Certificate on International Computer Driving License)
- **Sunshine Secondary School Nairobi Kenya**  
Graduated my Secondary Education

## **5. REFERENCES**

**Readily available upon request**